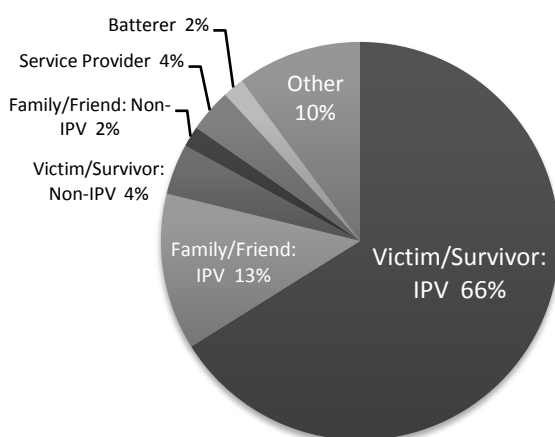
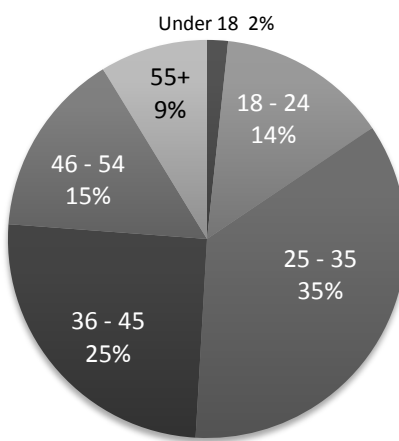


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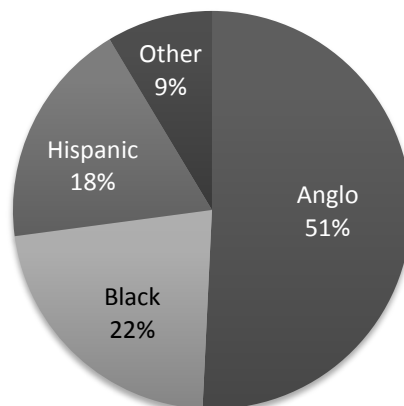
Who is calling the Hotline?



Caller Type



Victim Age



Caller Ethnicity

The category of "other" includes: Arab/ Middle Eastern/ Iranian, Asian (East/ Southeast/ South), Multiracial, and Native American/ Alaskan Native.

CALLER TYPE DEFINITIONS:

Victim/Survivor: IPV (Intimate Partner Violence) – a victim or survivor of abuse from his/her partner or spouse

Friend/Family: IPV (Intimate Partner Violence) – a friend or family member of a victim/survivor of IPV

Victim/Survivor: Non-IPV – a victim or survivor of abuse by anyone else: parent, sibling, caretaker, etc.

Friend/Family: Non-IPV – a friend or family member of a victim of any other type of abuse, such as child or elder abuse

Service Provider – a caller from any agency, including other domestic violence agencies, which provides social services

Batterer – a caller who identifies as abusive or who an Advocate believes to be a batterer

Other – any caller about whom an Advocate is able to gather info, but who does not fit into an above category; this might include callers like law enforcement or medical professionals

Hotline Call Volume

In calendar year 2013, the National Domestic Violence Hotline documented nearly **185,000 calls**.

From where are they calling?

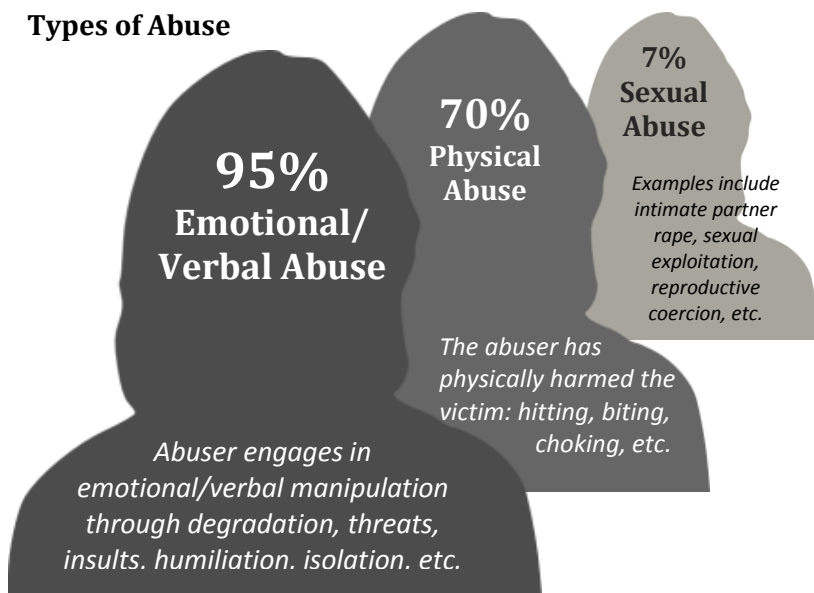


Top 10 U.S. States in Call Volume

Rank	State	% of Total
1	California	18%
2	Texas	11%
3	New York	6%
4	Florida	5%
5	Pennsylvania	4%
6	Illinois	4%
7	Michigan	3%
8	Arizona	3%
9	Georgia	3%
10	Washington	3%
Total		60%

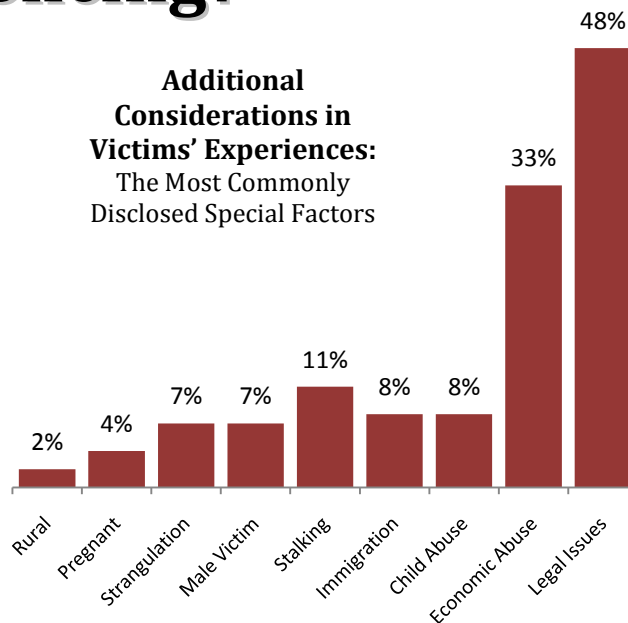
What are victims experiencing?

Types of Abuse



*This represents the experiences disclosed by callers who are victim/survivors of intimate partner violence.

Additional Considerations in Victims' Experiences: The Most Commonly Disclosed Special Factors



Of those who disclosed Legal Issues, this is what they were seeking: protective orders (57%), custody/visitation (32%), divorce (23%), immigration assistance (8%), and other (22%).

How are victims' needs being met?

Most Commonly Requested Services:

On top of services provided by the Hotline (seen to the right), the external services below are also frequently requested by callers. Hotline Advocates refer callers to external providers to meet these needs.

Legal Representation 6%

This category indicates when a caller is seeking an on staff attorney who takes individual DV cases.

DV Advocacy 11%

This category includes non-residential services offered by a DV program, like: case management, advocacy, or crisis hotlines.

DV Support Groups 12%

This category encompasses group counseling provided by trained staff or therapists.

Individual Counseling 14%

Callers are often seeking counseling for victims provided by a therapist.

Legal Advocacy 13%

This category is marked when a caller is seeking protective/restraining order assistance, advocacy at court, or help with other legal agencies.

DV Shelter 25%

Though Advocates may sometimes offer homeless shelters and other community resources to certain callers, this number only represents victims who are seeking domestic violence related residential services.

Hotline Services

184,559

Hotline Calls Documented

Crisis Intervention

Safety Planning

DV Education

Referrals

Connecting Victims to External Resources

121,579

Referrals to Service Providers

4,200+ Local Providers across the Nation

73,316

Offers to Direct Connect

NDVH Advocate Offers to Directly Connect a Caller to a Provider

31,343

Referrals to Other Resources

Top 5 Resource Referrals in 2013:

WomensLaw.org

211 – United Way

Legal Resource Center

Childhelp Hotline

Boys Town National Hotline